

**City of Menasha
Information Technology Steering Committee
Gegan Room
Menasha Public Library
Wednesday January 20, 2010
8:15 A.M.
Minutes**

A. Call to Order

Meeting called to order at 8:16 AM by CHAIRMAN Wisneski.

B. Roll Call/Excused Absences

Present: CHAIRMAN Wisneski, AP Kester, COMP Stoffel, HR Specialist Taubel, ITMgr Lacey and PC Stanke

Absent: PWS Jacobson

Also Present: ITSupv James, PL Brunn and Mr. Larry Schmitz of Common Sense Solutions LLC.

C. Minutes to Approve – Approval of Minutes of November 18, 2009 IT Steering Committee meeting.

Motion by ITMgr Lacey, seconded by PC Stanke to approve the minutes of the November 18, 2009 IT Steering Committee meeting as submitted. Motion carried.

D. Public Comments on any matter of concern to this Agenda
(Five (5) minute time limit for each person)

NONE

E. Report of Department Heads/Staff/Consultants – Committee monthly update on status of projects/operations/costs

ITMgr Lacey distributed the monthly work summary and talked about the investigation being made on the push-to-talk cell phone from Verizon which has been requested by the Parks Department. A new copier was also installed at the Police Department and PC Stanke requested someone to train staff on its usage. ITSupv James will perform the training but commented that he is very busy right

now. PC Stanke also commented that the new copier seems to run slower than the one it is replacing. IT staff will address that concern.

F. ACTION ITEMS – (1) Committee discussion on creating a policy to address concerns about employees not deleting telephone messages, overloading answering software

This problem occurred in December and at that time ITSupv James had distributed printouts showing how many messages were being retained on users' telephones. The request was made to have users clear or at least reduce their voicemails so the answering software would not crash in the future. There was not an updated printout run prior to this meeting. ITMgr Lacey stated that his understanding is that voicemails are not public records and so do not have to be retained. So the IT Department is looking to have the Committee create a policy to address this issue.

Mr. Schmitz stated that there are 3 options for the City: 1) to get voluntary compliance, 2) to set a policy limiting the number of voicemails to be retained and giving IT authority to enforce that limit and 3) accepting the current practice and allowing the answering software to continue to crash and disrupt communications between the public and City staff. When the software crashed it also disabled features on the telephone system for forwarding calls to other staff members in a department, although this did not affect all telephones. This has resulted in ITSupv James having to answer and reroute calls that are not being forwarded to the correct department.

The Committee would like to see voluntary compliance because neither options two or three are satisfactory. The Committee would also like to have the calls routed to another individual so ITSupv James would have more time to fix the problem, and not just keep transferring calls. COMP Stoffel will contact the Mayor about the Committee's concerns.

ACTION ITEMS – (2) Committee discussion on list of items to be provided by HR to be placed on the INTRANET

HR Specialist Taubel reviewed her selection of items to be placed on the INTRANET. There was general discussion about what some of the items were and if they were a public record. Even though this will be a hidden page accessible only to employees, it is possible for someone to get access using Google and asking for the correct document. That was why the question if these were public documents was raised. Mr. Schmitz felt that even so, City Attorney Champion should approve these documents before being placed on the City website. HR Specialist Taubel stated that she is not immediately available to proceed with this project but should be able to in a few weeks. CHAIRMAN

Wisneski thought this was a very good idea and asked to have this item on the next IT Steering Committee meeting for an update.

ACTION ITEMS – (3) Committee discussion and action on Email Archiver Access deployment

ITMgr Lacey informed the committee that the email system has the same problem as the voicemail system, too many communications being retained. He would like the Committee to approve deploying the Email Archiver Access to all employees. He explained how it would work; employees would have access to all of their emails, department heads would have access to all emails in their department. This would solve the problem of having the same document in two places because the Archiver automatically saves every email. Mr. Schmitz suggested that ITMgr Lacey create a document explaining why this is needed, how it works and then train City employees in its use. Motion by ITMgr Lacey, seconded by PC Stanke to authorize deployment of the Email Archiver Access. Motion carried.

ACTION ITEMS – (4) Committee discussion and action on next IT Steering Committee meeting date – February 17th, third Wednesday

After discussion, by consensus of the Committee members present, the next Information Technology Steering Committee meeting will be held on Wednesday, February 17th, at 8:15 AM in the Gegan Room of the Menasha Public Library.

The Committee also discussed the date of the March, 2010 meeting. Some members had a conflict on that date, so the March Information Technology Steering Committee meeting will be held on March 11th, at 8:15 AM in the Gegan Room of the Menasha Public Library.

G. ADJOURNMENT

Motion by PC Stanke, seconded by ITMgr Lacey to adjourn. Motion carried. Meeting adjourned at 9:12 AM.

Respectfully submitted,

Thomas Stoffel
Committee Secretary